



Community Connector

Work Week: Tuesday - Saturday, 40 hours per week

Salary: \$70,000

Benefits: Full medical, dental, and vision for employees, Employee Assistance Program, 24 PTO days, 3% matching retirement plan, Orca card, and eligible for a sabbatical after 5 years of service.

Reports to: Client Services Manager

Description of Organization:

North Helpline works to make sure our neighbors have food on their tables and a roof over their heads. We do this by partnering with our neighbors to help build a community for all. North Helpline strives to provide services that are both accessible to and relevant for the wide cultural and demographic diversity reflected in our community.

Position Summary:

The primary responsibility of the Community Connector is to connect neighbors to services that will help stabilize their family. This role will perform needs assessments, refer, apply, and enroll clients in various benefits and resources. Community Connectors will partner with the Client Services team to coordinate training and resource fairs at our two Food Bank locations. This program supports hundreds of neighbors visiting North Helpline for services every week.

Essential Duties and Responsibilities:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Assist clients who are unable to access referral and application processes for service or benefit programs such as Apple Health, nutrition, child care, utility discount, housing, and other programs by meeting them where they are at the food bank.
- Work with volunteers and staff to identify clients to enroll in the Community Connector program.
- Coordinate the Homelessness Prevention program, helping neighbors to assemble documents in order to be included in the monthly lottery to receive rental and utility assistance via our in-house program.
- Assist clients in accessing job readiness, job search, or volunteer opportunities.
- Collect and track data on client service access and enrollment rates.
- Receive ongoing training regarding social service programs and best practices.
- Plan and coordinate training and resource fairs for food bank clients with Client Services Coordinator.
- Foster partnerships and connections with other organizations to meet neighbors' needs.
- Prepare reports for funding partners.
- Other duties as assigned.



Position Requirements:

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Skills and Abilities

- Be culturally and linguistically competent for priority populations being served.
- Have a proven record in working with food bank clients, immigrant populations and communities of color.
- Possess and/or be willing to acquire engagement skills such as: motivational interviewing, empathic listening, and responsiveness.
- Experience with conflict de-escalation and trauma-informed care.
- A commitment to racial equity, social justice, and actively anti-racist
- Lived experience and/or extensive knowledge of historically underrepresented groups.
- An understanding of food justice and framework understanding on issues related to poverty and hunger.
- Highly organized, have coordination skills, and pay attention to detail.
- Have extensive knowledge of available social services.
- Ability to consistently uphold the organization's policies and procedures.
- Intermediate computer skills required.
- Ability to multi-task in a random, busy, and sometimes chaotic work environment.

Required Qualifications:

- Bachelor's degree in Social Services, Psychology, Education, or related field; **or** 4 years' experience providing human services to a diverse community; or a combination of education and/or training and/or work experience which provides the ability to perform the work of the Community Connector.
- Vaccination against COVID-19

Desired Qualifications:

- Master's degree in Social Work.
- Multi-lingual, Fluent in English and other languages highly represented in our client populations (Spanish, Amharic, Tigrinya, Mandarin, Vietnamese, Russian, Ukrainian, or Arabic), proficient in reading and writing in both languages.
- A valid WA driver's license in good standing.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Able to remain in a stationary position about 50% of the time
- Able to occasionally move about inside the office to access necessary office equipment and resources

Working to make sure our neighbors have food on their tables and a roof over their heads.

Locations in Lake City and Bitter Lake



- Constantly operate a computer and other office equipment, such as a scanner, copy machine, and printer.
- Constantly access, handle, and use non-electronic resources
- Occasionally move equipment and other office resources up to 50 pounds
- Occasionally move about the workspace to include occasional positioning of self to maintain equipment, office supplies, tasks, etc.
- Ability to inspect, recognize, observe, assess, compare, detect, discern, and distinguish office resources, employee performance, necessary documents and reporting, and other organizational resources as needed.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is frequently exposed to outdoor weather conditions. The noise level in the work environment varies.

Hiring Process / Timeline

- To apply please email your resume and cover letter to Kelly Brown at search@northhelpline.org.
- We will read your cover letter first; it's important for us to understand if this is the right fit for you. In your cover letter, please be sure to tell us why you are interested in this job and working at North Helpline
- We will review applications on a rolling basis until the position is filled.
- Candidates from non-traditional nonprofit backgrounds are encouraged to apply. Please address how your experience and skills relate to the requirements of this position in your cover letter.